



Parrot

Parrot: Process Journal

CDES 4600

Fall 2021

Jonathan Sawyer

Research

Instead of sending police to respond to mental crises, some programs send a team composed of both police and mental health workers. These programs result in less arrests, hospitalizations, and are more cost effective than police-only teams.

“Heslin and colleagues found a significant reduction in mental health detentions in custody whilst Lopez found that of contacts coded in the police records as ‘mental health-related’, 1.4% of co-response contacts resulted in arrest whilst 13.3% of police-only contacts result in arrest.”

Puntis, Stephen, Devon Perfect, Abirami Kirubarajan, Sorcha Bolton, Fay Davies, Aimee Hayes, Eli Harriss, and Andrew Molodynski. “A Systematic Review of Co-Responder Models of Police Mental Health ‘Street’ Triage.” *BMC Psychiatry* 18, no. 256 (2018): 1-11. DOI:10.1186/s12888-018-1836-2.

Operation of PACER was found to be less costly, reducing the time to assessment and resulted in fewer consumers being transported to hospital ED for care (19% of cases with PACER; 82% of cases with usual care).”

Lee, Stuart J., Phillipa Thomas, Chantelle Doulis, Doug Bowles, Kathryn Henderson, Sandra Keppich-Arnold, Eva Perez, and Simon Stafrace. “Outcomes achieved by and police and clinician perspectives on a joint police officer and mental health clinician mobile response unit.” *International Journal of Mental Health Nursing* 24, no. 6 (2015): 538– 546. Accessed May 15, 2021, doi: 10.1111/inm.12153.

Compared to a traditional police response, a joint police and mental health response resulted in a 23% reduction in the average cost per case

Puntis, Stephen, Devon Perfect, Abirami Kirubarajan, Sorcha Bolton, Fay Davies, Aimee Hayes, Eli Harriss, and Andrew Molodynski. “A Systematic Review of Co-Responder Models of Police Mental Health ‘Street’ Triage.” *BMC Psychiatry* 18, no. 256 (2018): 1-11. DOI:10.1186/s12888-018-1836-2.

Research

Yet, what's even more promising is initiatives that send a team of just mental health professionals to mental crises calls, only require police backup when absolutely necessary.

“For the past six months, [Denver’s] Support Team Assisted Response program, known as STAR, has been dispatching social workers instead of cops on nonemergency calls, with astoundingly good outcomes. According to a report released last month, STAR responded to 748 incidents – up to six calls per day – and none of the calls required backup from police, led to arrests, or resulted in jail time.”

Walker, Alissa. “Social Workers Instead of Police? Denver’s 911 Experiment Is a Promising Start.” Curbed.com. New York Magazine, March 10, 2021. <https://www.curbed.com/2021/03/denver-social-workers-instead-of-police.html>.

“Introduced in 1989, CAHOOTS (Crisis Assistance Helping Out on the Streets) now takes up to 20 percent of all 911 calls, saving [Eugene, Oregon] an estimated \$15 million per year by avoiding police overtime and emergency-room visits.”

Walker, Alissa. “Social Workers Instead of Police? Denver’s 911 Experiment Is a Promising Start.” Curbed.com. New York Magazine, March 10, 2021. <https://www.curbed.com/2021/03/denver-social-workers-instead-of-police.html>.

“Of the estimated 24,000 calls CAHOOTS responded to in 2019, only 311 required police backup.”

Beck, Jackson, Melissa Reuland, and Leah Pope. “Case Study: CAHOOTS.” Vera. November 2020. <https://www.vera.org/behavioral-health-crisis-alternatives/cahoots>.

Personas

The first thing that I had nail down when creating the mobile app was who I was designing it for, someone experiencing a mental crises or someone who's friend or loved one is experiencing a mental crisis.

Because every resource offers instructions on to help a family member or loved one when they are experiencing a crisis, I gravitated to targeting a user who's has a friend or loved one experiencing a mental crisis. I also wanted the app to be appealing to a general audience as well to decrease stigma and have a better access to mental health resources.

Positive Persona

Chris

31 years old, Male
Washington, D.C

Chris has a brother who is bipolar and is worried about calling the police if he's having a manic episode. It's happened twice before, both involving the medication that he was on. Chris feels like his back is against the wall, with his brother being thrown in the back of a police car due to a mental crisis being the only option.

App Goals

Open the app and immediately request help for his brother, choosing his location in a matter of seconds

Call his brother's primary care doctor after requesting help from crisis team.

See the ETA of the crisis team, and see information about the crisis team workers.



Neutral Persona

Kathy

61 years old, Female
Kansas City, MO

Kathy's son has schizophrenia and fears of he's having a mental health crisis, he would be perceived dangerous by police. Kathy isn't a fan of social media and doesn't want to deal with an app. She'd prefer to just call a number to request mental health workers when her son is experiencing a mental crisis.

App Goals

Have the option to open the app and call for assistance right away

Be able to read all the text and information on the app when her son is having a crisis.



Neutral Persona

Luke

28 years old, Male
Seattle, Washington

Luke has a mild case of ADHD but doesn't see himself experiencing a serious mental crisis and needing mental health workers to respond. Luke doesn't have anyone close to him that has had a mental health crisis and isn't swayed one or the other in terms of who responds in scenarios with a person in crisis.

App Goals

Open the app and see a primary care doctor to get on medication

Be informed of why police shouldn't be the first responders to mental crises



Negative Persona

Steven

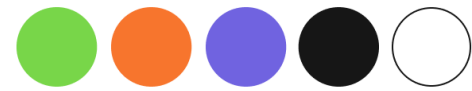
54 years old, Male
Detroit, Michigan

Steven is homeless and has severe multiple personality disorder. He wouldn't get help in a moment of a mental crisis, nor does he have a cellphone to even get assistance. Unfortunately, Steven also doesn't have any close family to reach out for support.



Color Palette

Early Color Palette



Accessibility (WCAG) Color Palette



Accessibility Guide

#FF5E24 R: 255 G: 94 B: 36

Contrast with White ● 17pt & below ● 18pt & above ● Icons/Buttons
Contrast with #1F1348 ● 17pt & below ● 18pt & above ● Icons/Buttons

#1F1348 R: 31 G: 19 B: 72

Contrast with White ● 17pt & below ● 18pt & above ● Icons/Buttons
Contrast with #161616 ● 17pt & below ● 18pt & above ● Icons/Buttons

#161616 R: 22 G: 22 B: 22

Contrast with White ● 17pt & below ● 18pt & above ● Icons/Buttons
Contrast with #FF5E24 ● 17pt & below ● 18pt & above ● Icons/Buttons

Logistics

This was the largest barrier to my research, how would people be convinced to download the app? And how would this be funded?



Partnership with Apple & Google

Due to the COVID-19 pandemic, Apple & Google have already partnered with governments and health agencies to provide accurate contact tracing through bluetooth technology. Because this relationship has already been established, the idea of an app partnering with Apple and Google to be automatically installed on iOS and Android isn't far off.

A partnership with these companies would not only allow this app to be on a wide range of devices, but that would make working with government institutions & agencies a possibility since their relationship has been established.

Logistics

The large outreach caused by automatically being installed on iOS and Android devices creates a great opportunity to include mental health resources for users, become a great source for funding as well as becoming a mental health hub, further appealing to a more general audience.



Tagline Ideation

Mental Crisis Response

The ethical choice to mental illness.

An app that puts mental crisis response
in the hands of users.

The ethical choice to mental illness,
right in your hands

Mental Health Crisis shouldn't be met with a jail cell

**An app to request support from mental health
professionals in a time of crisis.**

Request mental health workers in times of crisis.

An app to request mental health workers
in times of crisis.

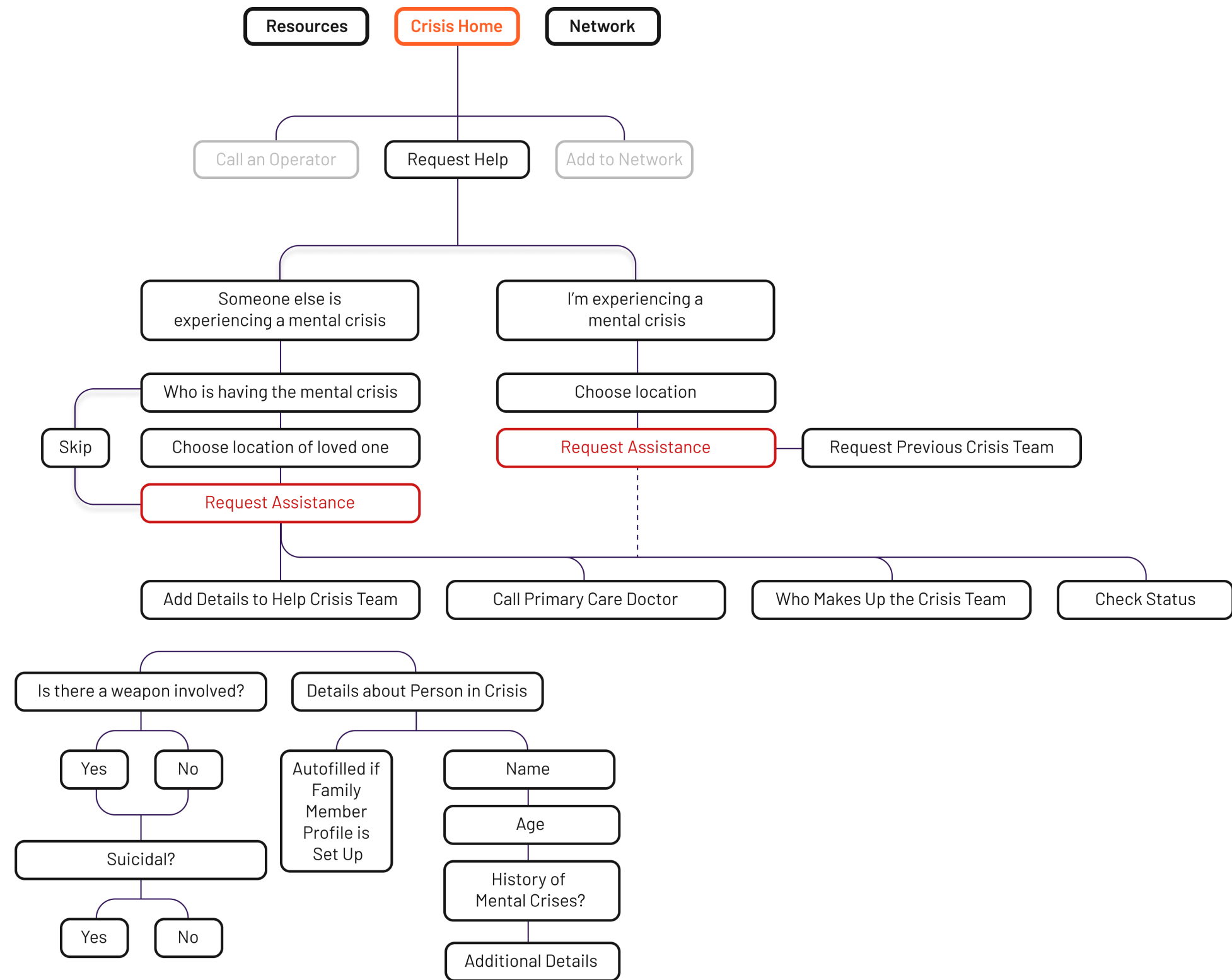
Request a mental crisis team
right from your pocket.

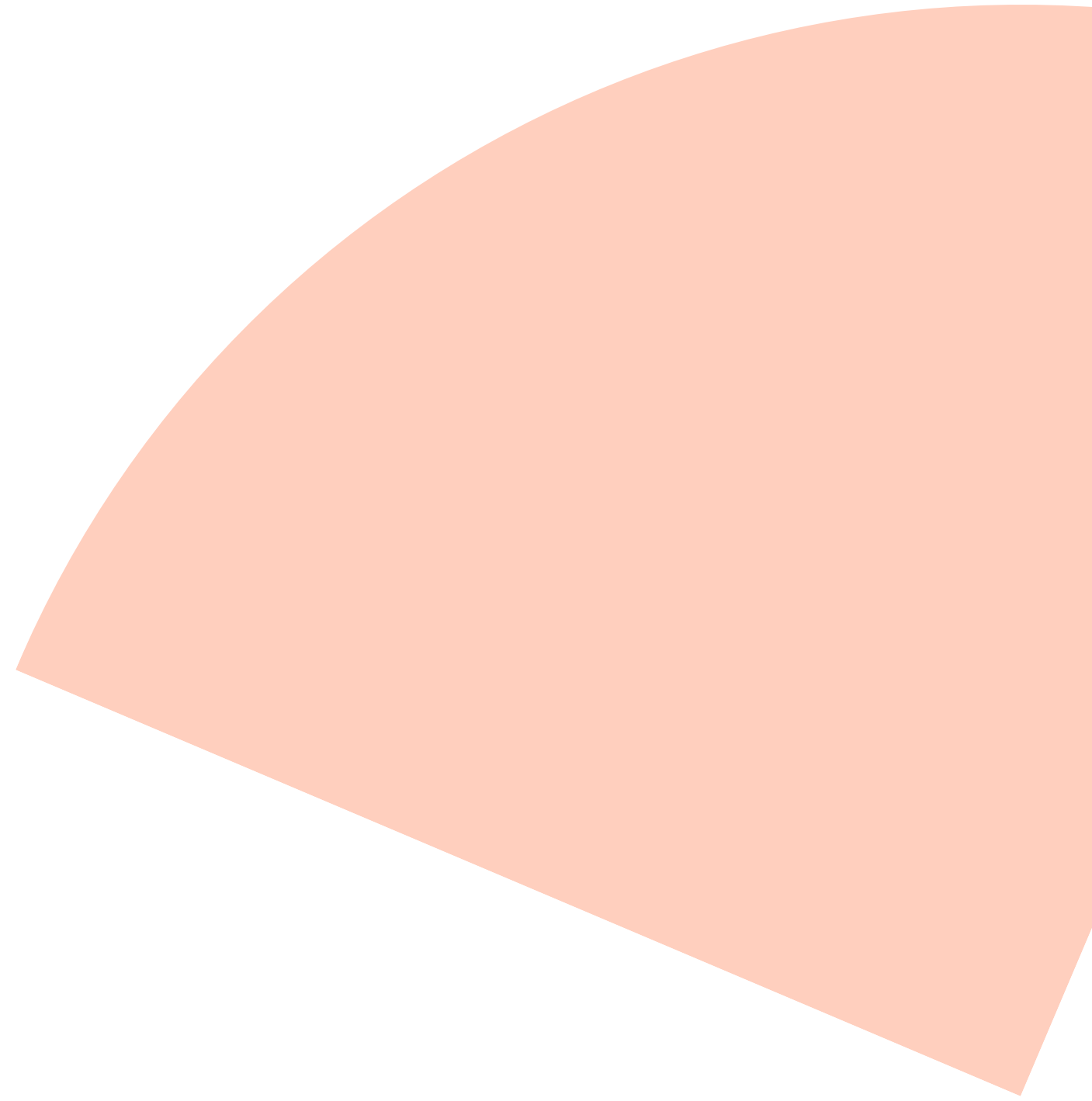
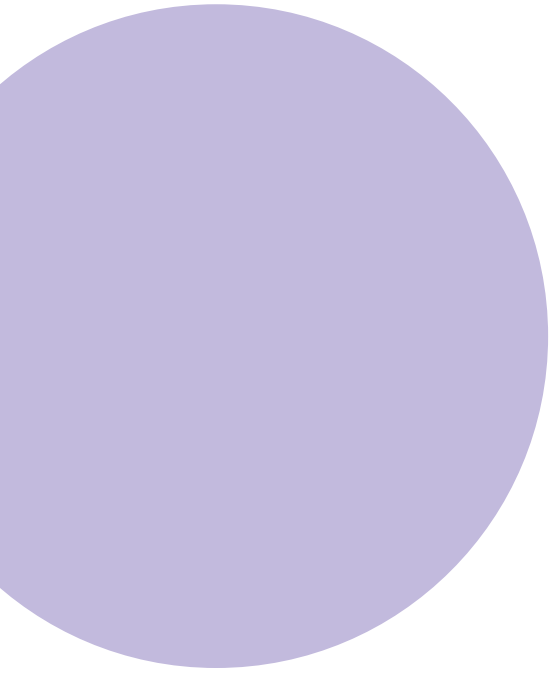
Request support from a mental crisis team.

An app to request support from a mental crisis team.

An app to request mental health professionals
in times of crisis.

App Framework





Thank you.